

# **Rule of Law Program in Jordan**

## **Court Automation 2008**

## 2008 Areas of Focus

**Promote judicial reform in the areas of:**



- Re-engineering / Streamlining Court Processes for Greater Efficiency, Effectiveness & Transparency
- Court Automation to increase data quality, court efficiency, accountability and decrease corruption
- Building Capacity of MOJ & Judicial Council

# Objectives

- Increase Transparency
- Increase Accountability
- Improve Quality
- Reduce Possibility of Corruption
- Eliminate Process/Procedure Bottlenecks

# Courts Served

- Conciliation (limited) jurisdiction)
  - Civil
  - Criminal
- First Instance (general jurisdiction)
  - Civil
  - Felonies
  - Misdemeanors
  - Serious Felonies
- Appeals
- Cassation
- High Court of Justice

- Customs First Instance Court
- Customs Appeals Court
- Income Tax Appeals Court
- State Property Court
- Land & Water Settlements Court
- State Property Protection Court
- Juvenile Courts (3)



# Departments Served

## DEPARTMENTS

- Case Flow
- Judgment Execution
- Notary Public
- Attorney General
- State Lawyer Department
- Mediation Department
- Chief of Prosecution Office
- Public Prosecution



# Reengineered Processes & Procedures in the Courts

- File Folders and labels: increased integrity of the case file
- Classifications: Unified Classifications : improved statistics, better court management, specialization leading to more efficiency
- National Case Number: created unique identifier for each case, easier follow up and tracking, reduces confusion, better statistics, easier control.
- Unified Forms: Efficiency, easier for parties, transparency (forms include law articles)
- Mediation : Enhanced Mediation Department, rolled out, trained judges, support of courts management

# Reengineered Processes & Procedures in the Courts

## **Continuances**

- Implemented a new scheduling module that required the entry of reason of continuance
- Lead attorneys concept
- SMS notifications
- Record of every notice issued
- Additional Notification enhancements planned and in process

## **Judge Auto Assignments:** transparency, efficiency

## **Appeals**

- Direct registration and judge assignment : duration, transparency

# Reengineered Processes & Procedures in the Courts

## Civil Execution

Decreased Duration, Possibility of Corruption, Increased Efficiencies through;

- Queuing Systems
- New section for corporations
- One Execution judge for each section
- One Accountant for each section
- New Filing system, new cabinets easier file retrieval
- Scanning of documents
- Unified and automated forms
- Reduced file movement

## In-Court Procedures

Decreased Duration, Possibility of Corruption, Increased Efficiencies through

- Real-time Hearing Minutes and Print
- Attorney Screens
- Improved Scheduling





# Reengineered Processes & Procedures in the Courts

## **Notification Process Improvements**

- Individual Notice Tracking and visibility to Court Staff
- Improved Participant Address Information through Civil Status integration and centralized participant management
- Reduced quantity of notification documents through implementation of Lead Attorney
- Unified Notification Documents
- Notification Serial Number for tracking purposes and reprinting
- Implemented Kingdom-wide telecommunications infrastructure to provide electronic distribution of notices from one court to another and provide means of moving scanned Notifier comments to the court of jurisdiction
- Notification delivery to Police, Ministry of Foreign Affairs, and other agencies via new system

# Automation Objectives of 2008

- Reduce data entry error
  - Enhanced field/form validation and control
  - Electronic Case Transfer
- Increase access to information
  - Enhanced x-jurisdiction/departments functionality
  - Public facing case lookup
- Reduce no-show continuances and cost to court
  - Enhanced Calendaring and Scheduling
  - Enhanced Notifications process
- Increase throughput of Judiciary through elimination of Process/Procedure Bottlenecks

**Mizan V1**

# National Center for State Courts Case Management Functional Standards Scorecard

*“Case Management is the most critical information technology  
function of a Judicial System”* NCSC

- Docketing and related recordkeeping
- Case Initiation and Indexing
- Scheduling
- Document generation and processing
- Hearings
- Disposition
- Execution
- Case closure
- Security
- Court Calendars
- Management and statistical reports

**National Center for State Courts  
Civil Case Management  
Functional Standards  
Scorecard**

Total Items in Scorecard – **185**

Results of Jordan's Mizan V1 Software Assessment

**Mizan V1** meets 70 of 185 or 38%

**Mizan V2**

# Mizan V2

- Re-engineered GUI (look and feel, Open Case, Shortcuts, Toolbars)
  - Decreased architectural deficiencies in security, scalability, availability, recoverability using .Net Web Services and Oracle 10g (multi-tier)
  - Multi-court/dept access for each user
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- Electronic Case Transfers and workflow engine
  - Enhanced Security Model, Form (R,W), Judge/Typist, Role based security
  - Centralized Case Participant Management (civil status integration)
  - Improved Attorney Management, Lead attorney, Active/Inactive
  - Case Profile and Case History Reports



# Mizan V2

- Centralized Code Table administration (improved statistics and control)
- Scheduling: UI, Individ/Multi rescheduling, continuances, moves, reasons
- ROA Manual and Auto
- Data Hub for secure Inter-agency and Inter-application communication
- Central Repository for National Statistical Reporting
- Automated Notification Issuance and Tracking
- Judge Assignment; manual/auto, history
- Web Access to Court Records
- Kiosks
- SMS enabled for Hearings





**National Center for State Courts  
Civil Case Management  
Functional Standards  
Scorecard**

Total Items in Scorecard – 185

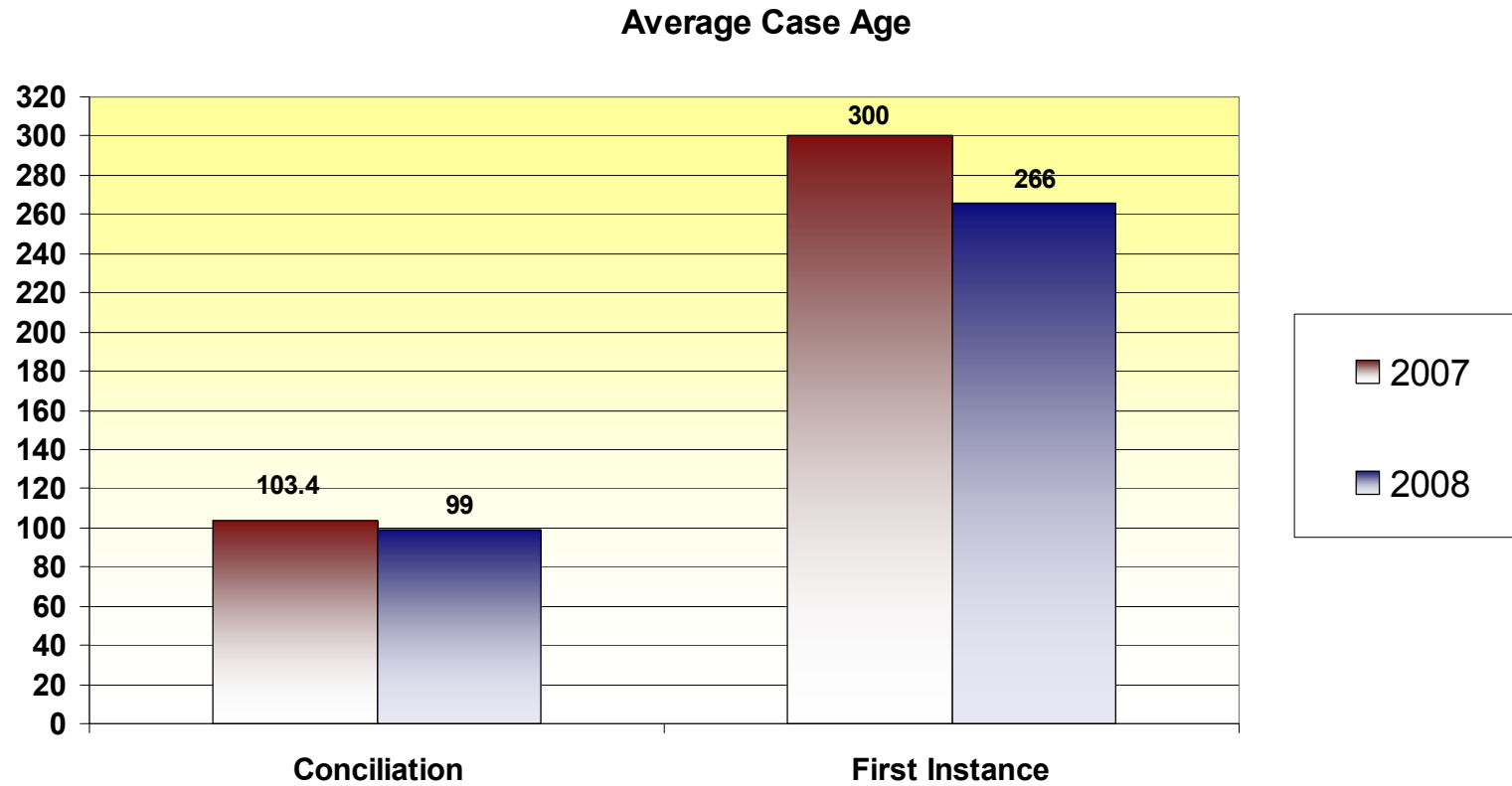
Results of Mizan Jordan Software Assessment

**Mizan V2** meets 155 of 185 or **84%**

# MOJ 2008 Automation Achievements

- Increased access to Judicial process through more efficient processes and procedures
- Improved accountability through broader access to information (Kiosks, National KPI reports)
- Decreased possibility of corruption through implementation of various features such as data entry validation and control, auto Judge assignment, Centralized Register of Actions and electronic case transfer
- Decreased case process time through features such as electronic case transfer, enhanced scheduling and notifications process, centralized participant management
- Increased Maintenance and Support model through centralized technology operations and establishment of Judicial Enterprise Architecture

# MOJ 2008 Achievements



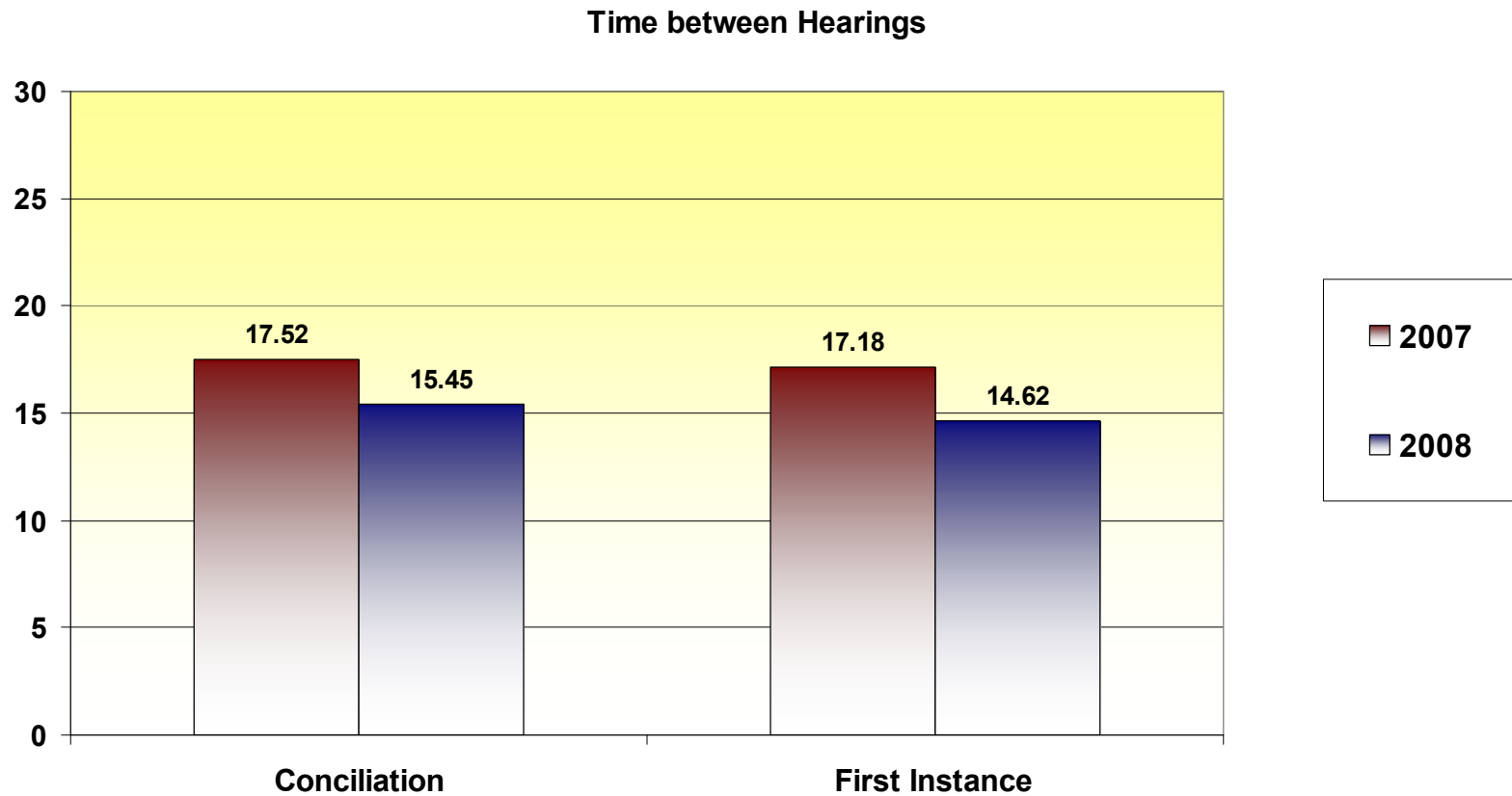
Note: data represents Amman Contract Cases

# **MOJ 2008 Automation Achievements**

## **Civil Execution**

- Implemented in 4<sup>th</sup> Quarter of 2008
  - Statistical Reports Developed
  - Statistics to be available in 1<sup>st</sup> Quarter 2009
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- Queuing Systems
  - New section for corporations
  - One Execution judge for each section
  - One Accountant for each section
  - New Filing system, new cabinets easier file retrieval
  - Scanning of documents
  - Unified and automated forms
  - Reduced file movement
  - Reengineered Case Management Application
  - Improved Statistical Reporting and Decision Support Capability

# Reduction of time between hearings



Note: data represents Amman Contract Cases

# **Thank You**

## **Q&A**